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# Metrics Reporting System

29 March 2011 @ 0800 - 0900

31 March 2011 @ 1400 - 1500

Presented by Deborah Totolo, TMA UBO Program Office Support Team

Log into: <http://altarum.adobeconnect.com/ubo> and enter your full name, MTF location, and Service for credit from your Service.

**Please note, you must also dial in for audio:**

**Dial in number:** 877-694-5777

**Participant Code:** 6944507

Please be sure to mute your telephone upon entry, and do not put it on hold during the session. You may submit a question at anytime by typing it into the "Question" field on the left and clicking "Send."



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# Objectives

- Provide an overview of the UBO Third Party Collections Metrics Reporting System (MRS)
- Provide the basics for users to include new upgrades



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# Types of TPC Metrics/DD 2570 Data

- DD 2570 Data Reporting
- Web-based Tool for reporting TPC data collected through CHCS and TPOCS
- Separate reports for inpatient and outpatient activity
- Reports are submitted quarterly and data are cumulative





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# Types of TPC Metrics/DD 2570 Data

- Each report contains summary information
  - Number of inpatient dispositions/outpatient visits
  - Number of claims
  - Number of collections
  - Dollar amount billed
  - Dollar amount collected
  - Dollar amount of adjustments and refunds (closed claims)
  - Dollar amount remaining uncollected (open claims)



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# MRS Data – Screen 1

Field Description	CFY	PY1	PY2
No. of NAD Dispositions/Visits			
No. of Claims			
No. of Collections			
Total Dollar Amount Billed			
Adjustments and Refunds			
Amount Collected in PY2			
Amount Collected in PY1			
Amount Collected Current FY			
Amount Remaining Uncollected			





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# MRS Data – Open Claims/Amount Remaining Uncollected



Field Description	CFY	PY1	PY2
Open Claims			
Transferred To External Agent			
MTF Not A Participating Hospital			
Plan Excludes Military Hospitals Or Beneficiaries			
Patient Had No Obligation To Pay			
Insurer Paid Patient Directly			
Other			



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# MRS Data - Closed Claims/Adjustments and Refunds



Field Description	CFY	PY1	PY2
Amount of Coverage			
Patient Not Covered, Care Provided Not Covered, Or Policy Expired			
TRICARE And/Or Income Supplemental Plans			
Medicare Supplemental Plans			
HMO/PPO			
MTF Did Not Comply With Utilization Review Procedures			
Refunds			
Patient Copays And Deductibles			
Other			
Other			





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# MRS Users

- MTF Level Users
  - Data entry
  - Data edit
  - Data review and analysis
- Regional/MAJCOM Users
  - Data validation and correction
  - Data review and analysis
- Service UBO Managers
  - Service validation
  - Data review and analysis





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# Metris Data Collection and Validation Process

- MTF users run reports on the first working day of a new quarter
- MTF users enter data into the MRS
- The MRS rule-checks data and generates error messages requiring correction
- Regional and Service Managers review and validate MTF data
- Data is frozen for upward-reporting six weeks following the end of the reporting quarter



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# Sources of MRS Data

- CHCS for Inpatient
  - TPCP Report of Program Results
  - Select TPC Quarterly Output Products Menu  
Option: PRR (Program Results Report)
- TPOCS for Outpatient
  - TPCP Report on Program Results
  - Non-Active Duty (NAD) dispositions and visits  
must be determined separately





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# Using the Metrics Reporting System

- The Metrics Reporting System (MRS) is a Web-based application
- For access to the MRS you first must have permission from your Service Program Manager, and then the Help Desk will provide you with a log-in and password
- A user needs
  - The URL: [www.ubometrics.org](http://www.ubometrics.org)
  - User ID
  - Password
- The following slides provide annotated screen captures for the primary system functions



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# MRS Primary Menu Options

- Getting Started
  - Provides a downloadable presentation on using the MRS
- Add Report
  - Allows the user to select a new report and enter data
- Edit Report
  - Allows the users to retrieve an un-validated report and change data





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# MRS Primary Menu Options

- Validate/View Current Reports
  - Allows MTF users to view reports prior to roll-up
  - Allows regional/MAJCOM and Service Managers to validate reports
- Rolled-Up Reports
  - Allows users to view rolled up/locked reports
- Change Password
- Help Desk
  - One way for users to contact the UBO Help Desk



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# Login Page

UBO Quarterly Reporting System - Microsoft Internet Explorer

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## Uniform Business Office

### UBO • Metrics Reporting System

User ID:

Password:

[Forgot your Password?](#)

**NOTICE:** This is a private computer system. All users of this system are subject to having their activities audited. Anyone using this system consents to such auditing. Access to and use requires explicit written, current authorization and is limited to purposes of the organization's business. Unauthorized access or attempts to use, alter, destroy, or damage data, programs, or equipment may violate applicable law and could result in criminal prosecution, civil liability, or both.

User ID  
may be  
upper or  
lower  
case

Password  
is case  
sensitive

Enter User ID and  
Password and click  
on Submit





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# Welcome Page

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## Uniform Business Office UBO • Metrics Reporting System

Getting Started Add Report Edit Report View Current Reports Rolled Up Reports Change Password Help Desk

**Logoff**

### Welcome Altarum

The UBO Metrics Reporting System will provide roll-up totals at data between your MTF and others of

Click on **Getting Started** for a tutorial on the MRS  
Click on **Add Report** to add a new record  
Click on **Edit Report** to edit an existing record  
Click on **View Current Reports** to view open reports  
Click on **Rolled Up Reports** to view locked reports  
Click on **Password** to change your password  
Click on **Helpdesk** to create a trouble ticket  
Click on **Logoff** to exit the MRS



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# Getting Started

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Logoff

Welcome Alta

The UBO Metrics Reporting System is a web-based system that provides a secure environment for users to view and manage their data. It will provide you with the following information:

[Click here to start Online Help](#)

[Click here to download Help file](#)

Done Internet

javascript:openWindow('.../ubohelp/index.htm')

start Uniform Business ... http://204.106.16... Annual Conference Tom White - Inbo... Microsoft PowerP... 3:47 PM

Select Online Help to view the training presentation through your web browser

Or download the presentation





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# Add Report Page

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[Logoff](#)

Redstone Arsenal (Fox Army Health Clinic) Data Entry Form					
Branch:	ALL				
Region:	ALL				
Dmis ID:	<input type="text" value="0001"/>				
Name:	Tom White				
<b>Select Report, choose a Fiscal Year and choose a Quarter.</b>					
Report:	<input type="text" value="Inpatient"/>	Fiscal Year:	<input type="text" value="2005"/>	Quarter:	<input type="text" value="Second Quarter"/>

Add

Select a Report Type,  
Fiscal Year and Quarter  
then click on **Add**



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# Add Report Page

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## Uniform Business Office • Metrics Reporting System

Getting Started Add Report Edit Report View Current Reports Rolled Up Reports Change Password Help Desk

Redstone Arsenal (Fox Army H			
Data Entry Form			
Branch:	Army		
Region:	South East		
DMIS ID:	0001		
Name:	Altarum		
Step 1: Enter Part 1 of your data.			
Report:	Inpatient	Fiscal Year:	2005
		Quarter:	1

Field Description	CFY	PY 1	PY 2
No. of Non-Active Duty Inpatient Dispositions/Visits	0	0	0
No. of Claims	0	0	0

Enter numeric only data  
in the column fields

Data must be precise to the  
penny





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# Add Report Page

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[Logoff](#)

**Step 1: Enter Part 1 of your data.**

<b>Report:</b>	Inpatient	<b>Fiscal Year:</b>	2005	<b>Quarter:</b>	1
----------------	-----------	---------------------	------	-----------------	---

Field Description	CFY	PY 1	PY 2
No. of Non-Active Duty Inpatient Dispositions/Visits	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
No. of Claims	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
No. of Collections	<input type="text" value="0"/>	<input type="text" value="0"/>	<input type="text" value="0"/>
Total Dollar Amount Billed	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
Adjustments and Refunds	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
Amount Collected in PY2			<input type="text" value="\$0.00"/>
Amount Collected in PY1		<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
Amount Collected Current FY	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
Amount Remaining Uncollected	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>

Enter  
numeric  
only data  
in the  
column  
fields

Press the **Next** button to  
save the data and move  
to the next step

[Next](#) [Reset](#)

Press the **Reset** button to  
clear all data and re-enter  
data



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# Add Report – Open Claims Data Page

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Search Web

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Getting Started Add Report Edit Report View Current Reports Rolled Up Reports Change Password Help Desk

Redstone Arsenal (Fox Army Health Clinic) Open Claims Form				
Branch:	Army			
Region:	South East			
DMIS ID:	0001			
Name:	Altatum			
<b>Step 2: Enter Open Claims data.</b>				
Report:	Inpatient	Fiscal Year:	2005	Quarter:
Reason Code	Description	CFY	PY 1	PY 2
1	Open Claims	\$0.00	\$0.00	\$0.00
2	Transferred To External Agent	\$0.00	\$0.00	\$0.00

Enter numeric only data  
in column fields, then  
scroll down for  
additional reason codes





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# Add Report – Open Claims Data Page

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[Logoff](#)

DMIS ID:	0001				
Name:	Altarum				
<b>Step 2: Enter Open Claims data.</b>					
Report:	Inpatient	Fiscal Year:	2005	Quarter:	1

If numeric data is entered into columns of Reason Code 7, user must enter a text description in the Other field

Reason Code		Description	CFY	PY 1	PY 2
			<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
		al Agent	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
		g Hospital	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
		Hospitals Or Beneficiaries	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
5		Patient Had No Obligation To Pay	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
6		Insurer Paid Patient Directly	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
7		Other <input type="text"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>	<input type="text" value="\$0.00"/>
Total Open Claims			\$0.00	\$0.00	\$0.00

Press the **Next** button to save the data and move to the next step

[Next](#) [Reset](#)



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# Add Report – Closed Claims Data Page

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Getting Started Add Report Edit Report View Current Reports Rolled Up Reports Change Password Help Desk

Redstone Arsenal (Fox Army Health Clinic) Closed Claims Form					
Branch:	Army				
Region:	South East				
DMIS ID:	0001				
Name:	Altatum				
Step 3: Enter Closed Claims data.					
Report:	Inpatient	Fiscal Year:	2005	Quarter:	1
Reason Code	Description	CFY	PY 1	PY 2	
8	Amount of Coverage	\$0.00	\$0.00	\$0.00	
9	Patient Not Covered, Care Provided Not Covered, Or Policy Expired	\$0.00	\$0.00	\$0.00	
		\$0.00	\$0.00	\$0.00	

Enter numeric only data  
in column fields, then  
scroll down for  
additional reason codes





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Report: Inpatient Fiscal Year: 2005 Quarter: 1 [Logoff](#)

Reason Code	Description	CFY	PY 1	PY 2
8	Amount of Coverage	\$0.00	\$0.00	\$0.00
9	Patient Not Covered, Care Provided Not Covered, Or Policy Expired	\$0.00	\$0.00	\$0.00
10	Supplemental Plans	\$0.00	\$0.00	\$0.00
11	Other	\$0.00	\$0.00	\$0.00
12	Utilization Review Procedures	\$0.00	\$0.00	\$0.00
13	Refunds	\$0.00	\$0.00	\$0.00
14	Patient Copays And Deductibles	\$0.00	\$0.00	\$0.00
15	Other	\$0.00	\$0.00	\$0.00
16	Other	\$0.00	\$0.00	\$0.00
17	Other	\$0.00	\$0.00	\$0.00
		\$0.00	\$0.00	\$0.00

Submit Reset

If numeric data is entered into columns of Reason Code 16 and 17, user must enter text descriptions in the Other field

Press the **Submit** button to save the report and move



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# Add Report – Data Validation Page

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Data Entry Validation					
Branch:	Army				
Region:	South East				
DMIS ID:	0001				
Name:	Altarum				
Report:	Inpatient	Fiscal Year:	2005	Quarter:	1

### Comments

Comment field is used to report important additional information such as collections for prior years 3, 4, & 5 or an MTF no longer provides inpatient care

Scroll down to review  
data entered in the  
report

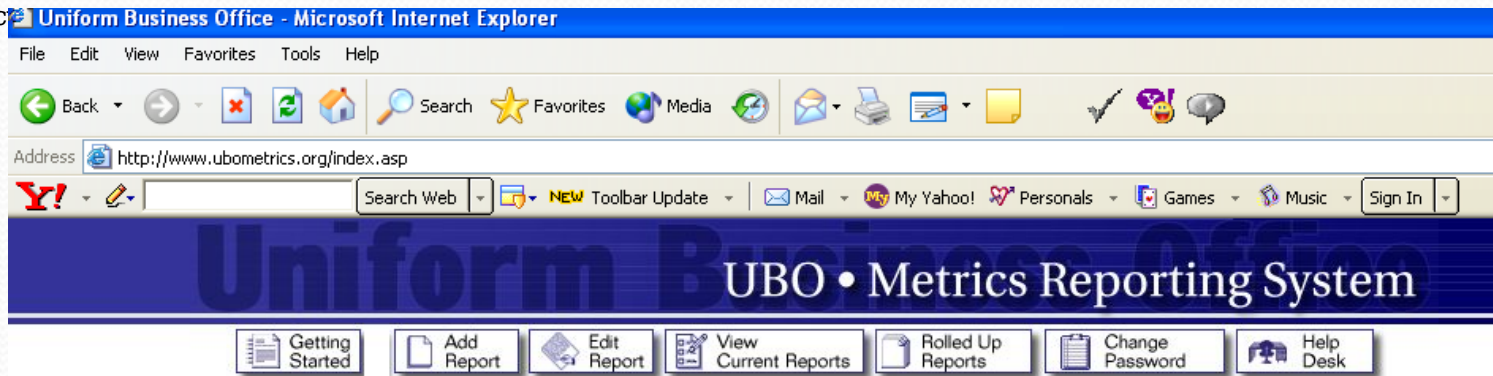




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# Add Report – Data Validation Page



Review the data and  
then scroll down

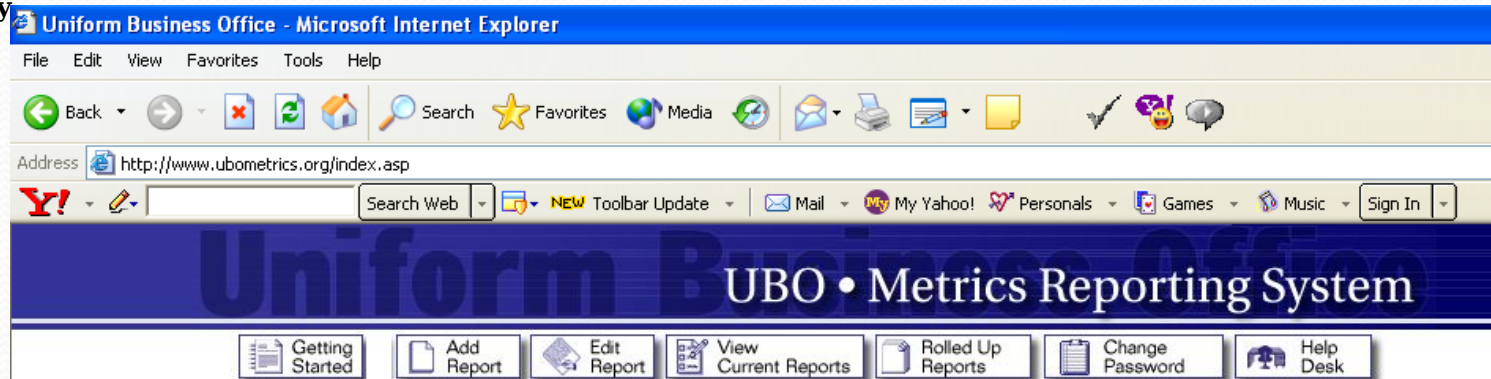
Field Description	CFY	PY 1	PY 2
No. of Non-Active Duty Inpatient Dispositions/Visits	0	0	0
No. of Claims	0	0	0
No. of Collections	0	0	0
Claims Per Dispositions/Visits	0.00%	0.00%	0.00%
Dollar Amount Billed	\$0.00	\$0.00	\$0.00
Adjustments And Refunds	\$0.00	\$0.00	\$0.00
Amount Collected in PY2	\$0.00	\$0.00	\$0.00
Amount Collected in PY1	\$0.00	\$0.00	\$0.00
Amount Collected Current FY	\$0.00	\$0.00	\$0.00
Amount Remaining Uncollected	\$0.00	\$0.00	\$0.00



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# Add Report – Data Validation Page

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Review the data and  
then scroll down

Open Claims			
Field Description	CFY	PY 1	PY 2
Open Claims	\$0.00	\$0.00	\$0.00
Transferred To External Agent	\$0.00	\$0.00	\$0.00
MTF Not A Participating Hospital	\$0.00	\$0.00	\$0.00
Plan Excludes Military Hospitals Or Beneficiaries	\$0.00	\$0.00	\$0.00
Patient Had No Obligation To Pay	\$0.00	\$0.00	\$0.00
Insurer Paid Patient Directly	\$0.00	\$0.00	\$0.00
Other ()	\$0.00	\$0.00	\$0.00





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Closed Claims			
Field Description	CFY	PY 1	PY 2
Amount of Coverage	\$0.00	\$0.00	\$0.00
Patient Not Covered, Care Provided Not Covered, Or Policy Expired	\$0.00	\$0.00	\$0.00
TRICARE And/Or Income Supplemental Plans	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
Other ()	\$0.00	\$0.00	\$0.00

view and select which action to take after validating the data:  
Press the **Submit** button to complete the submission process;  
Press the **Edit** button to edit the data before submission; and  
Press the **Undo** button to terminate the submission and  
delete all data entered for that period

Click on the <b>Submit</b> button to complete the submission process.	<input type="button" value="Submit"/>
Click on the <b>Edit</b> button to edit your data before submitting.	<input type="button" value="Edit"/>
Click on the <b>Undo</b> button to completely remove all entered data for this period.	<input type="button" value="Undo"/>



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# Edit Report Data Page

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Getting Started Add Report Edit Report View Current Reports Rolled Up Reports Change Password Help Desk

**Logoff**

Redstone Arsenal (Fox Army Health Clinic) Data Edit Form			
Branch:	Army		
Region:	South East		
DMIS ID:	0001		
Name:			
Report:	2005	Quarter:	1

Field Description	CFY	PY 1	PY 2
No. of Non-Active Duty Inpatient Dispositions/Visits	0	0	0
No. of Claims	0	0	0
No. of Collections	0	0	0

Users can edit data previously entered in **Step 1**





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# Edit Report Data Page

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Getting Started

Add Report

Edit Report

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Logoff

No. of Non-Active Duty Inpatient Dispositions/Visits	0	0	0
	0	0	0
	0	0	0
	0.00%	0.00%	0.00%
Total Dollar Amount Billed	\$0.00	\$0.00	\$0.00
<a href="#">Adjustments and Refunds</a>	\$0.00	\$0.00	\$0.00
			\$0.00
		\$0.00	\$0.00
	\$0.00	\$0.00	\$0.00
<a href="#">Amount Remaining Uncollected</a>			\$0.00

Comments

of 4 ordered by **Report Type** and **Fiscal Year**  

< > >> Submit Reset

Select the **Adjustments and Refunds** field to edit data previously entered in **Step 3**

Select the **Amount Remaining Uncollected** field to edit data previously entered in **Step 2**

Users can step through the records using the navigation bar

Note: Reports that have been validated can no longer be edited by the user and need to be edited by the validator



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# Validate/View Current Reports

## Page Regional POC View

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Getting Started | Add Report | Edit Report | **Validate/View Current Reports** | Rolled Up Reports | Site Report | Change Password | Help Desk

Logoff

#### Region Manager Data Validation

The \* indicates a record that has errors.

Dmis Id	Facility Name	Fiscal Year	Report Type	Region Poc
0035	NACC Groton	Fourth Quarter 2005	Outpatient	<input checked="" type="checkbox"/>
0038	NH Pensacola	Fourth Quarter 2005	Inpatient	<input checked="" type="checkbox"/>
0038	NH Pensacola	Fourth Quarter 2005	Outpatient	<input checked="" type="checkbox"/>
0039	NH Jacksonville	Fourth Quarter 2005	Inpatient	<input checked="" type="checkbox"/>
0039	NH Jacksonville	Fourth Quarter 2005	Outpatient	<input checked="" type="checkbox"/>
0056	NH Great Lakes	Fourth Quarter 2005	Inpatient	<input checked="" type="checkbox"/>
0056	NH Great Lakes	Fourth Quarter 2005	Outpatient	<input checked="" type="checkbox"/>
0091	NH Camp Lejeune	Fourth Quarter 2005	Inpatient	<input checked="" type="checkbox"/>
0091	NH Camp Lejeune	Fourth Quarter 2005	Outpatient	<input checked="" type="checkbox"/>
0092	NH Cherry Point	Fourth Quarter 2005	Inpatient	<input checked="" type="checkbox"/>
0092	NH Cherry Point	Fourth Quarter 2005	Outpatient	<input checked="" type="checkbox"/>
0100	NACC Newport	Fourth Quarter 2005	Inpatient	<input checked="" type="checkbox"/>
0100	NACC Newport	Fourth Quarter 2005	Outpatient	<input checked="" type="checkbox"/>
0103	NH Charleston	Fourth Quarter 2005	Outpatient	<input checked="" type="checkbox"/>
0104	NH Beaufort	Fourth Quarter 2005	Inpatient	<input checked="" type="checkbox"/>
0104	NH Beaufort	Fourth Quarter 2005	Outpatient	<input checked="" type="checkbox"/>
0107	NMC Millington	Fourth Quarter 2005	Outpatient	<input checked="" type="checkbox"/>

Use Edit Report function to change data

Select Report Type, Fiscal Year, and Quarter, then click on **Retrieve** button to generate report

To view a report click on the DMIS ID corresponding to the Report you want to validate

To approve the report click in the box in the right-most column

Then click the Validate Data button at the bottom





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# View Current Reports Page MTF User View

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## Uniform Business Office UBO • Metrics Reporting System

Getting Started Add Report Edit Report View Current Reports Rolled Up Reports Change Password Help Desk

**Logoff**

Redstone Arsenal (Fox Army Health Clinic) Current Report					
Branch:	Army				
Region:	South East				
DMIS ID:	0001				
Name:	Altarum				
Report:	Inpatient				
Fiscal Year:	Choose				Retrieve

Select Report Type, Fiscal Year, and Quarter, then  
click on **Retrieve** button to generate report



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# Rolled-Up Reports Page

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Getting Started Add Report Edit Report View Current Reports Rolled Up Reports Change Password Help Desk

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Rolled Up MTF Third Party Collections Report									
Branch:	<input type="text" value="Choose"/>								
Region:	<input type="text" value="South East"/>								
DMIS ID:	<input type="text" value="None"/>								
Name:	<input type="text" value="Altatum"/>								
Report:	<input type="checkbox"/>	Fiscal Year:	<input type="text" value="None"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="Retrieve"/>

Select a Service Branch and DMIS ID

Next select a Report Type, Fiscal Year, and Quarter

Then click on the **Retrieve** button to generate report

Done

start Uniform Business Office Annual Conference Tom White - Info... Microsoft PowerPoint... 3:42 PM



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# Change Password Page

Uniform Business Office - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Media Mail My Yahoo! Personals Games Music Sign In

Address http://www.ubometrics.org/index.asp

Y! Search Web New Toolbar Update Mail My Yahoo! Personals Games Music Sign In

## Uniform Business Office UBO • Metrics Reporting System

Getting Started Add Report Edit Report View Current Reports Rolled Up Reports Change Password Help Desk

Logoff

Password Administration	
User Id:	Altarun
Current Password:	<input type="password"/>
New Password:	<input type="password"/>
Confirm New Password:	<input type="password"/>
<input type="button" value="Submit"/> <input type="button" value="Reset"/> <input type="button" value="Exit"/>	
<i>Your password should be at least 4 characters in length and no longer than 8.</i>	

At first time login, user will be prompted to enter

Note: Password is case sensitive





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# Helpdesk Page

## Uniform Business Office • Metrics Reporting System



[Logoff](#)

Double-check your phone number and e-mail address so we can contact you

HelpDesk Trouble Reporting Tool	
Name:	Altarum
Days ID:	0001
User ID:	Altarum
Phone Number:	<input type="text"/>
Email:	<input type="text"/>
Error Location:	<input type="text" value="Choose"/>
Description:	<div></div>

Choose **Location** where the error occurred

Describe the problem you are having

Press **Submit** to save and send the trouble ticket information to the UBO Helpdesk

Message will be sent to the UBO Help Desk



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# Security Upgrades

- The key reason for upgrading the Metrics Reporting System/DD2570 is to protect the system from cyber attacks and to keep the system DoD Information Assurance Certification and Accreditation Process (DIACAP) compliant.





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# Upgrades for Users

- Errors in the users reports will be highlighted to indicate which cells need correcting
- Users who report on several DMIS IDs will no longer need multiple user IDs and passwords
- Users will be able the view the entire report when editing (e.g., correcting errors, updating visits)





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# Contact Information for Technical Support



**UBO Helpdesk**  
**[ubo.helpdesk@altarum.org](mailto:ubo.helpdesk@altarum.org)**  
**703-575-5385**



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# Questions?

- Please contact the UBO Helpdesk if you have any questions or concerns at (703) 575-5385 or [UBO.helpdesk@altarum.org](mailto:UBO.helpdesk@altarum.org).

